



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

July 6, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW CONCEPT  
GROUP HOME**

We have completed a review of New Concept Group Home (Group Home or Agency) operated by New Concept, Inc. The Group Home contracts with the Department of Children and Family Services (DCFS) and Probation Department (Probation).

New Concept Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, New Concept Group Home was providing services for five Los Angeles County Probation children. New Concept Group Home is located in the Second District.

**Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in the Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

**Summary of Findings**

Generally, the Agency is providing the services outlined in their Program Statement. However, the Agency needs to make repairs to its facility; develop Needs and Services Plans that are specific, realistic, and measurable; provide documentation to support that the residents and their placement workers participate in the development and update of

*"To Enrich Lives Through Effective and Caring Service"*

the Needs and Services Plans; develop comprehensive quarterly reports; provide residents with at least the minimum base allowance; and provide residents with the opportunity to maintain life books.

Attached is a detailed report of the review findings.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:jdh

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer  
Harold Trimble, Executive Director, New Concept Group Home  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**New Concept Group Home  
4240 West 62<sup>nd</sup> Street  
Los Angeles, CA 90043  
323-299-0369  
License No.: 1921899492  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

New Concept Group Home (Group Home or Agency) is located in a residential community. The two-story house is moderately maintained and blends well with other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The resident bedrooms are spacious and personalized to each child's desire with posters, pictures, and knick-knacks. However, there are areas that need improvement.

There are stains on the ceiling in the television room and dust on the ceiling and ceiling fan in the living room. In the kitchen, the countertops have chipped tiles and the grout needs cleaning. The door leading from the kitchen area into the garage needs cleaning.

In both resident bathrooms, the grout around the bathtubs requires cleaning.

In bedroom number one, the windowsill (north facing window) needs cleaning and the desk is broken. There is paint on the carpet in the hallway in front of bedroom number two.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

## **Recommendations**

1. **New Concept Group Home management:**
  - a. **Remove stains from the ceiling in the television room.**
  - b. **Dust and clean the ceiling and ceiling fan in the living room.**
  - c. **Repair/clean or replace the kitchen countertops.**
  - d. **Clean the door from the kitchen area into the garage.**
  - e. **Clean or re-grout the area around the bathtubs in the resident bathrooms.**
  - f. **Clean the windowsill in bedroom number one.**
  - g. **Remove or repair the broken desk in bedroom number one.**
  - h. **Remove the paint from the carpet in the upstairs hallway in front of bedroom number two.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are not specific, realistic, or measurable. There was no documentation to support that the residents and their placement workers participate in the development or update of the NSPs.

The quarterly reports are not comprehensive and do not adequately discuss goals in the NSPs.

The residents are provided with individual and group therapy.

**Recommendations****2. New Concept Group Home management:**

- a. **Develop Needs and Services Plans that are specific, realistic, and measurable.**
- b. **Provide documentation to show that the residents and their placement workers participate in the development and update of the Needs and Services Plans.**
- c. **Develop comprehensive quarterly reports.**

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents attend school. Their records contain appropriate documentation including Individualized Education Plans and progress reports. One resident attends a non-public school. The other resident attends an Alternative Education Work Center where he is working toward his high school diploma. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation is encouraged.

Residents have the opportunity to work and manage their own money.

**Recommendations**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the scheduled activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

According to Group Home management, there are no residents receiving psychotropic medication. This information was appropriately documented.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights****Method of assessment – Resident interviews****Sample size for resident interviews: Two****Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision

and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The Agency provides appropriate clothing, items of necessity and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The Agency did not consistently provide the residents with the required minimum base allowance. Residents are able to increase their allowance according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are not provided with an opportunity to maintain life books.

**Recommendations**

- 3. New Concept Group Home management:**
  - a. Provide each resident with at least the required minimum base allowance.**
  - b. Provide residents with the opportunity to maintain life books.**